

ANNUAL REPORT 2019



NOVAS
Housing | Health | Recovery



5,263

people supported by Novas throughout the year.



▲10%

increase from the previous 12 months and an increase of 448% since 2010.



1,112

children & 358 families.



1,295

children supported through our Christmas Toy Appeal.



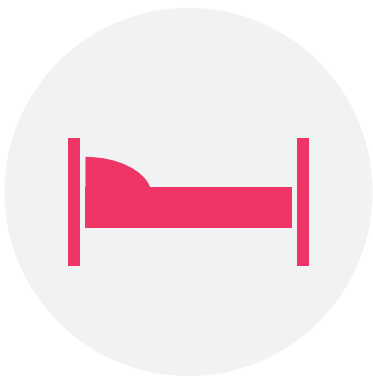
5

new services, 3 are dedicated to children and families.



227

women supported by our dedicated female residential services in the capital.



1,295

tenancies, housing 167 adults and 201 children.



13,000

meals provided by our Street Outreach team.



1st

Trauma Informed Care in Practice Conference in Ireland hosted in November.

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WITH THE VERY HIGH INCIDENCE OF ILL HEALTH AND UNDERLYING HEALTH CONDITIONS, NOT TO MENTION LIFESTYLE ISSUES AND SOCIAL EXCLUSION FACTORS, PEOPLE WHO ARE HOMELESS, NOT FOR THE FIRST TIME, FACE A UNIQUE AND LIFE THREATENING ENVIRONMENT.

A VIEW FROM THE CHAIR

The year has not been kind to people who are homeless. But that is not unusual. The public health emergency, caused by the Covid19 pandemic, continues to threaten everyone. Our clients are no different to everyone else. However with the very high incidence of ill health and underlying health conditions, not to mention lifestyle issues and social exclusion factors, people who are homeless, not for the first time, face a unique and life threatening environment.

Unfortunately it is all too rare an event that public policy affecting people who are homeless can be assessed in a positive way. However on this occasion, in March, central government, regional and local public services acted strategically, planned and delivered a comprehensive policy with the voluntary sector, to deal with the multifarious consequences of an insidious life threatening virus. Existing services changed many aspects of their operations. 'Pop up' services in Dublin and elsewhere focussed on people at risk due to lifestyle and had a very positive effect. Families placed in B/Bs were able to move into housing as the hotels were closing. It worked; well done to all involved.

The trustees congratulate everyone involved. Our staff at all levels made phenomenal achievements; and continue to do so. The senior managers, with the guidance of the CEO, planned and delivered very significant changes in staff structures, work practices and shift patterns. For the front line staff home-working is not an option. They responded and initiated far reaching changes in work practices to support and protect clients and tenants. Following the public health medical teams' advice (and on occasions we benefitted from their visits to projects) staff and clients managed to stay safe to an extraordinary extent.

Our clients earn our admiration for their response. So many changed their life style and followed the advice and daily supports from staff.

Government also made the unprecedented step of introducing a ban on evictions and a rent freeze. The evidence subsequent to these changes is incontrovertible. The number of people who were homeless reduced month after month. After years of continuous increase the number of people, especially families, noticeably reduced. The measures introduced by Government worked really well.

All these substantially positive initiatives, policies and programmes gave reason to hope that public policy was at last changing.

Indeed, the new government established in June hammered out an agreed programme which gave priority to housing, specifically, public housing. It was reassuring that after a decade of largely wasted public housing policy, the enormous benefits of a house building priority focussed on need rather than profit, at last was recognised.

However since then, the comprehensive and effective strategy has unravelled somewhat. Despite government advising everyone that the virus threat remains unchecked, in July, it substantially changed the measures protecting the private rented sector. This meant the protections would only apply to those who experienced financial loss due to Covid-19 and only until next January. The consequences are predictable and worrying. Of course this change needs to be reversed. What is extraordinary is that having witnessed the success of the original policy why was it changed?

It is also essential that the standards of accommodation and services which were ramped up at the start of the emergency remain. Multiple occupancy in bedrooms is directly in contravention of all public health advice (and at any time, most disrespectful). It is also vital that emergency residential services remain open for 24 hours. Some of these services previously opened for 12 hours with the clients having to spend the other 12 hours on the street. To date

we have successfully managed to retain the 24 hours service and will continue to campaign against a return.

Significantly, due to the emergency critical time was lost in housing construction. The commitment is to increase social housing stock by over 50000 over the period up to mid 2025 (with the emphasis on new build). This is very ambitious in relation to performance in recent years, requiring an annual output of a multiple of levels achieved in the past. However the ambition is welcome.

Unfortunately the consequence of the interruption, and the historic under provision, means that the deficit in what is needed and what is being provided continued to grow. Estimates are that house completions will be about 16000 for this year, down by over a third from the 2019 output. However the annual total amount needs to average in the region of 40000 each year for ten years. We need increases of historic proportions and we need to sustain this output for a decade.

The urgency and strategic thinking which was so effective in the first five months of the pandemic need to be replicated and directed towards what unfortunately is a worsening housing crisis.

Novas is committed to continue to play an active role in increasing its social housing and be able to offer housing which prioritise people who are homeless.

Greg Maxwell
Chairperson



CEO WELCOME

As I sit to write this piece, we are fast approaching the last quarter of 2020 and it is difficult to look beyond the last six months and the chaos and uncertainty heralded by the Covid-19 pandemic. The global disease has had a profound impact on how we operate services and how we support clients. Personal interactions have had to be scaled back considerably and replaced with other types of support; phone calls, zooms, door visits and even letter writing. This being said all our services continued throughout the pandemic and our accommodation services remained open 24/7.

Staff and clients have been immensely effected by the pandemic. Clients, who have always experienced social marginalisation, were more isolated than ever. And while most people were able to retreat to the safety of their own homes, our residents were not able to do this.

While swathes of society worked from home and thus from safety, our staff continued to operate our services without interruption. Every day and every night they came to work to ensure clients were kept safe and our services

were kept open. They worked with clients who were symptomatic, supported them to isolate and provided comfort and care during a worrying time. They are our frontline heroes. We owe them a huge debt of gratitude.

Equally our funders in the HSE and the local authorities displayed unwavering support throughout the crisis, offering support and advice around the clock, sourcing alternative accommodation and facilitating rapid testing of clients and staff. The pandemic has showed us the amazing things that can be achieved when we work together.

But back to 2019... The report takes on the familiar tone of previous years, highlighting how Novas supported more people than ever; more families, more children and more single adults who spend long periods of time in homeless accommodation. In this year, the number of people Novas supported exceeded the 5,000 mark for the first time ever.

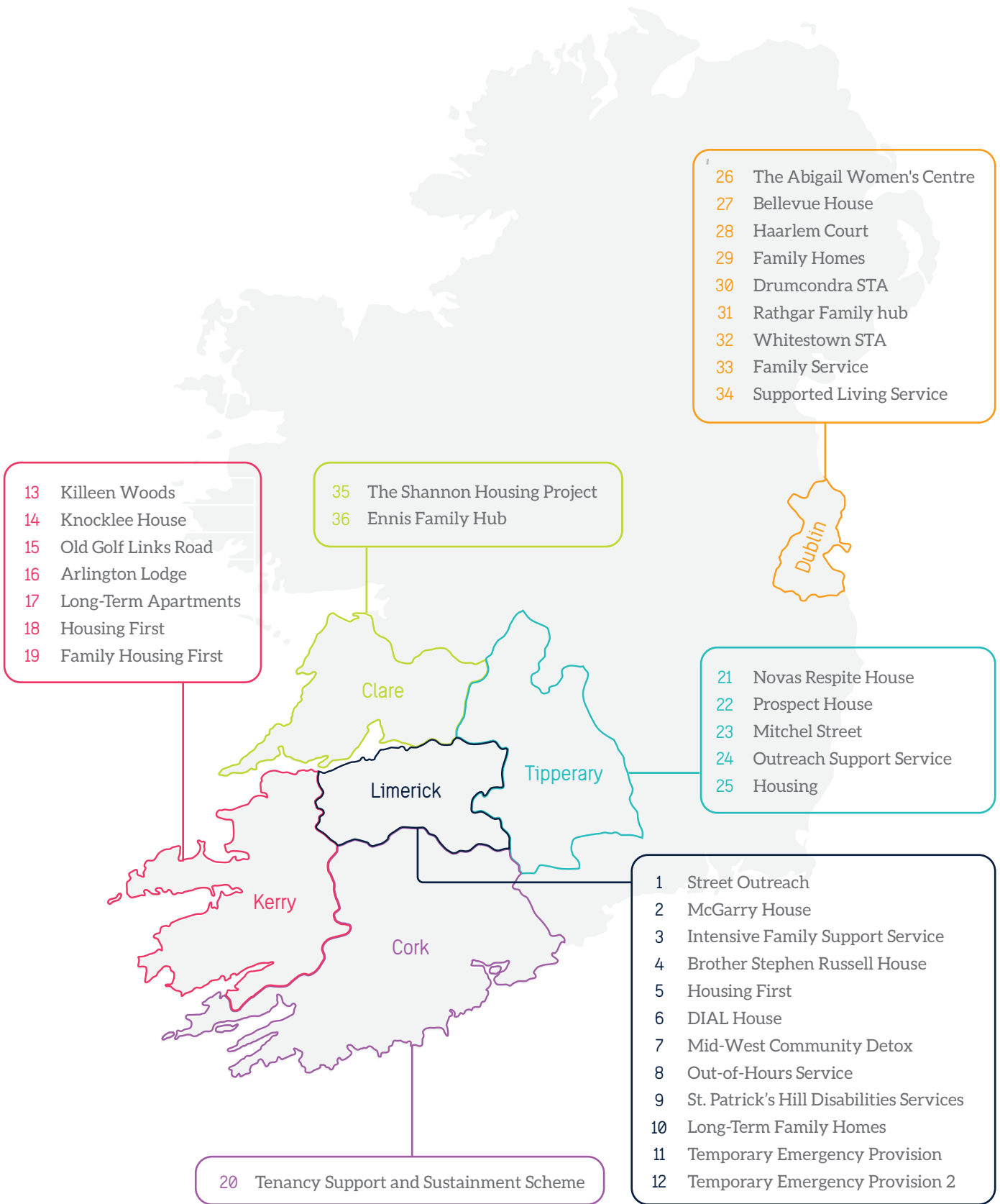
Our homeless services and our housing department worked closely to provide long-term solutions for our clients. In Dublin we began a collaboration with Fingal County Council which by mid-2020 saw 50 families move from homeless accommodation to independent living and by the end of 2020 Novas will own or lease more than 400 units nationally.

In 2019 we opened five new services, four in Dublin and one in Co. Clare. Our existing services also grew and developed, but we still could not meet demand. We need more housing to provide sustainable outcomes for families and single people trapped in the cycle of homelessness.

I would like to take this opportunity to thank some important people for enabling us to support so many people last year. Thank you to our statutory partners and funders for believing in the work we do and continuing to support us to deliver services. Thank you to our incredible donors and volunteers who give so generously of their time and money, to make Novas a better place. I am extremely grateful for the guidance and support we received from our Board of Directors during 2019, providing oversight and leadership in all aspects of the organisation. In this year Martina Murphy departed the Board and I would like to take this opportunity to thank her for her contribution during her tenure. Thank you to our staff team that continue to supersede all expectations of commitment and compassion and for sticking through a most challenging year. Finally thank you to our clients. It is a pleasure and honour to serve you.

Michael Goulding
Novas CEO

MAP OF SERVICES



TIMELINE 2002 - 2019

2002 • **BRIDGELAND HOUSE** Novas opens its first service, a temporary supported direct-access homeless accommodation service for men and women in Limerick City.

2003 • **ARLINGTON LODGE** Kerry's only temporary supported low-threshold homeless accommodation. • **ST. PATRICK'S HILL** Long-term supported group home for formerly homeless men in Limerick City.

2005 • **BELLEVUE HOUSE** Long-term supported accommodation for unaccompanied minors entering the country based in Tallaght, Dublin 24. • **BROTHER STEPHEN RUSSELL HOUSE** Provision of temporary and long-term supported accommodation for men in Limerick City, previously managed by the Alexian Brothers since 1978. • **INTENSIVE FAMILY SUPPORT SERVICE** Preventative service working with families who are homeless or at risk of homelessness in Limerick City.

2006 • **KNOCKLEE HOUSE** Temporary supported accommodation for individuals with medium-level support needs in Tralee, Co. Kerry. • **OUT OF HOURS SERVICE** An out of hours service for people in Limerick City to access temporary and emergency accommodation. • **DIAL SERVICE** Two year life-skills programme of supported accommodation and services to young adults leaving the care system.

2007 • **MOUNT BROWN** Dublin's only low-threshold dedicated female homeless service.

2008 • **PROSPECT HOUSE** Temporary supported accommodation in single apartments for men and women requiring a low level of support in Nenagh, Co. Tipperary.

2009 • **KILLEEN WOODS**: Long-term supported accommodation in Tralee, Co. Kerry. • **STREET OUTREACH**: Voluntary service providing meals for people in need of support in Limerick City seven nights a week. • **RESPITE HOUSE**: Caring for and improving the lives of the families of people with addiction throughout the Mid-West Region. • **MCGARRY HOUSE***: Provision of temporary supported accommodation for homeless men and women in Limerick City.

* McGarry House replaced Bridgeland House in the provision of temporary supported accommodation for homeless men and women in Limerick City.

2011 • **OLD GOLF LINKS ROAD** Long-term supported accommodation for older residents in peaceful one-floor setting in Tralee, Co. Kerry. • **MITCHEL STREET** Provision of temporary supported accommodation and services for homeless men and women from North Tipperary.

2012 • **MID-WEST COMMUNITY DETOX** Providing support and services to people wishing to detox from prescribed and non-prescribed medication in the Mid-West Region. • **TENANCY SUPPORT AND SUSTAINMENT SERVICE** Securing accommodation and providing support for people who are homeless or at risk of homelessness in West Cork. • **MCGARRY HOUSE LONG-TERM SUPPORTED HOUSING** 37 units of long-term supported housing in one, two and three-bed apartments.

2013 • **HOUSING FIRST LIMERICK** Commencement of Housing First on a pilot basis in Limerick City, supported by a multi-disciplinary team, managed by Novas. • **MILK MARKET LANE** Long-term unit of supported accommodation in Tralee. • **RESEARCH DEVELOPMENT** Inception of Novas's Research Department and roll out of its first project looking at overdose prevention in McGarry House.

2014 • **HAARLEM COURT**: 8 two-bed apartment complex for families and individuals with special needs. • **BELLEVUE HOUSE**: Relocation and redevelopment of Bellevue Children's Home for unaccompanied minors and refugees. • **BROTHER RUSSELL HOUSE**: Redevelopment and extension of Brother Russell House to provide 33 units of long-term accommodation in Limerick. • **MENTAL HEALTH SERVICES**: Development of an outreach mental health service under the auspice of Brother Russell House. • **THE ABIGAIL WOMEN'S CENTRE**: Relocation and redevelopment of our women's service (formerly Mount Brown) to accommodation up to 40 homeless women. • **RESEARCH**: Publication of HEADS UP - Preventing and Responding to Overdose in McGarry House.

2015 • **HOUSING FIRST**: Development of a new Housing First programme in collaboration with the Limerick Homeless Action Team. • **LONG-TERM APARTMENTS**: Procurement of four long-term apartments in Kerry for households with a housing need. • **FAMILY HOMES**: Procurement of eight family homes in Limerick for families experiencing homeless and engaging with the IFS. • **INNOVATION**: Participation in the HSE's National Naloxone Demonstration Project. • **INNOVATION**: Development of a Peer Overdose Education Programme - TOPPLE.

2016 • **TEMPORARY EMERGENCY PROVISION**: Emergency shelter-style accommodation for up to 20 individuals on a nightly basis. • **FAMILY HOMES**: Procurement of four family homes in Limerick for families experiencing homelessness and engaging with the IFS.

2017 • **TEMPORARY EMERGENCY PROVISION 2**: Additional, separate-site emergency accommodation for up to 10 individuals on a nightly basis. • **OUTREACH SUPPORT SERVICES**: A new office/information centre in Co. Tipperary, supporting people in a preventative and resettlement capacity. • **SARSFIELD FAMILY HUB**: A hub for 12 small families experiencing homelessness and previously living in emergency accommodation. • **HOUSING FIRST**: Development of a new Housing First service in Kerry in collaboration with Kerry County Council & the HSE. • **LONG-TERM HOMES**: Procurement of 30 homes in Limerick, Tipperary, Kerry, Kildare & Dublin for households experiencing homelessness.

2018 • **THE RATHMINES WOMEN'S SERVICE**: A dedicated female STA in Dublin for 21 women. • **THE SHANNON HOUSING PROJECT**: Community living for six adults with an intellectual disability, who were formerly homeless. • **FAMILY HOUSING FIRST**: Development of a Family Housing First Service in collaboration with the local authority & the HSE. • **LONG-TERM HOMES**: 34 new tenancies in 2018, housing 93 people

2019

• **RATHGAR FAMILY HUB**: 10 bed family hub in Dublin 6, supporting families who were formerly living in hotel accommodation.

• **SUPPORTED LIVING SERVICE, DUBLIN**: Dedicated service for a homeless woman with co-occurring mental health, intellectually disability and addiction issues.

• **WHITESTOWN STA**: Eight unit STA for single adults and couples in north Dublin.

• **INTENSIVE FAMILY SUPPORT**: A family support service established in partnership with Fingal County Council, supporting families living in emergency accommodation to move to independent housing.

• **ENNIS FAMILY HUB & OUTREACH SUPPORT**: Five bed family hub in Co. Clare and family support for families living in emergency hotel accommodation.

BOARD OF DIRECTORS



Greg Maxwell
Chairperson



Pat Claffey



Justin Brosnan



Sinéad Wheeler



Eimear Griffin



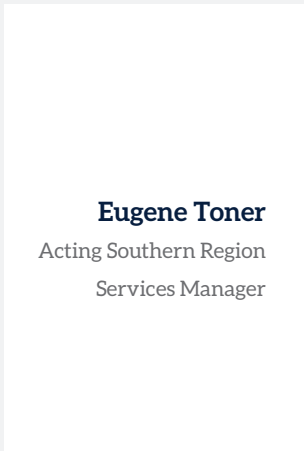
Eoin Gallagher



SENIOR MANAGEMENT TEAM



Michael Goulding
CEO



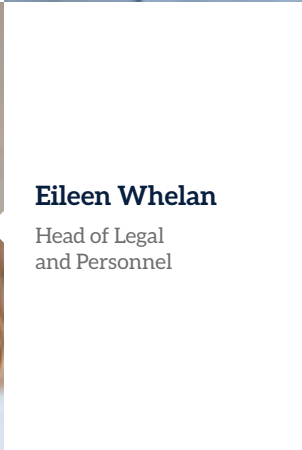
Eugene Toner
Acting Southern Region
Services Manager



Donal O'Carroll
Head of Finance



Eileen Whelan
Head of Legal
and Personnel



John Rogers
Head of Property



Una Burns
Head of Policy and
Communications



Mark Vella
Head of Quality,
Safety and Compliance



VISION, MISSION, OBJECTIVES & VALUES

VISION

TO PROVIDE
LASTING SOLUTIONS
TO HOMELESSNESS.

MISSION STATEMENT

NOVAS PROMOTES
SOCIAL INCLUSION
THROUGH HOUSING,
HEALTH, RECOVERY.

AIMS AND OBJECTIVES

- > To provide homes to people who are homeless.
- > To support homeless people to have better health outcomes through interventions in drug use, mental health and disabilities.
- > To provide recovery pathways for homeless people with enduring mental health issues.
- > To empower and promote the independence of those who use our services.
- > To treat all our clients with dignity and respect.
- > To provide client-centred services, rooted in evidence, quality and good practice.
- > To advocate on behalf of people who are homeless, at risk of being homeless, entrenched in addiction or those experiencing social marginalisation through a strengths-based approach.

NOVAS' CORE VALUES ARE

- > Equality
- > Diversity
- > Dignity
- > Self-determination
- > Strengths-based
- > Rights-based

NOVAS MANAGEMENT STRUCTURE



Justin Brosnan
Board of Directors



Pat Claffey
Board of Directors



Siobhan Wheeler
Company Secretary



Greg Maxwell
Chairperson Board of Directors



Eimear Griffin
Board of Directors



Eoin Gallagher
Board of Directors



Michael Goulding
Chief Executive Officer



Mark Vella
Head of Quality, Safety and Compliance



Donal O'Carroll
Head of Finance



Eileen Whelan
Head of Personnel & Legal



Eugene Toner
Acting Southern Region Services Manager



Una Burns
Head of Policy & Communications



John Rogers
Head of Property & Design



Brendan McKeown
Health & Safety Advisor



Kathryn Denehy
Accounts Assistant



Philip Norden
Financial Accountant



Alicja Feret
HR Administrator
Head Office



Jonathan Shinnors
Manager,
TEP Service



Eugene Toner
Manager,
Brother Russell House



Ronan Doherty
Manager,
Kerry Services



Stacey Markham
Manager,
McGarry House



Sabrina O'Reilly
National Housing Officer



Tracey McCarthy
Head Office Manager



Jenny Doyle
Manager,
Abigail Centre



Roberto Radulescu
Manager,
Bellevue House



Sharon Doyle
Manager,
Whitestown STA & IFS



Declan Hannon
Manager,
Rathgar STA



Marianne Farrelly
Manager,
STA Drumcondra



Patrick Healy
Manager,
West Cork Service



Deborah Ryan
Manager,
Tipperary Services



Aoife Boyle
Manager,
Disabilities & Housing First



Sinead Carey
Manager,
DIAL House



Chris O'Connor
Procurement & Maintenance Manager



Julie McKenna
Manager,
Community Detox & Respite



Tom Cleary
Manager,
Clare Services




Sinead Maloney
Physiotherapist,
Dublin Services



Louise Creamer
Manager,
Intensive Family Support

2019:
THE YEAR
IN REVIEW

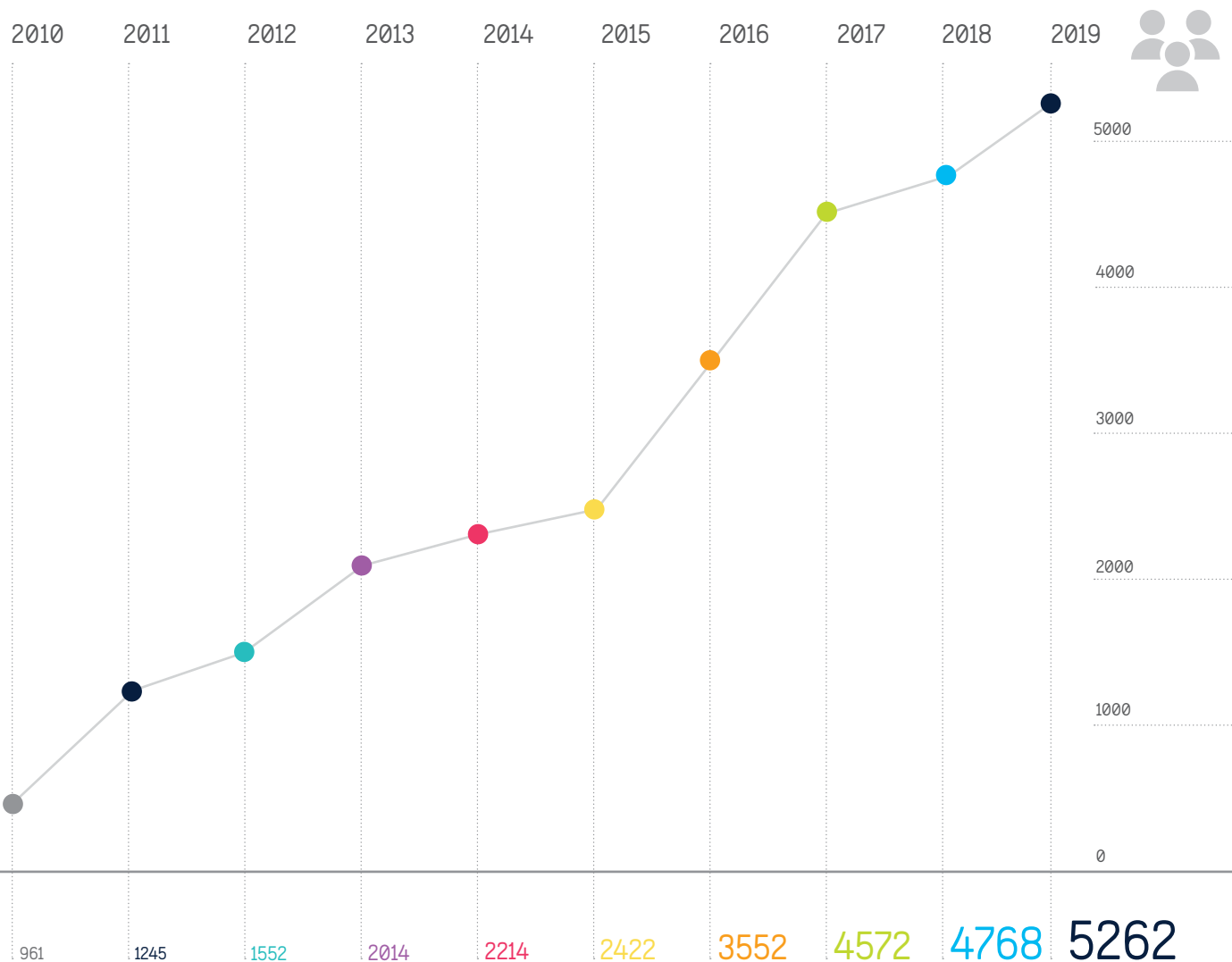


Since 2010 the number
of people supported by
Novas has increased by
448%.

Novas supported more people than ever during 2019. New service development coincided with the intractable national homeless and housing crisis. Families continued to languish in hotel accommodation, while the lack of move-on opportunities for single people stifled their ability to exit homelessness. Throughout the year Novas opened five new services and procured 28 new long-term houses, as a means of alleviating the crisis in the local communities in which we work.

Throughout 2019 Novas worked with 5,263 people, representing a 10% increase from the previous 12-month period. Since 2010 the number of people supported by Novas has increased by 448%.

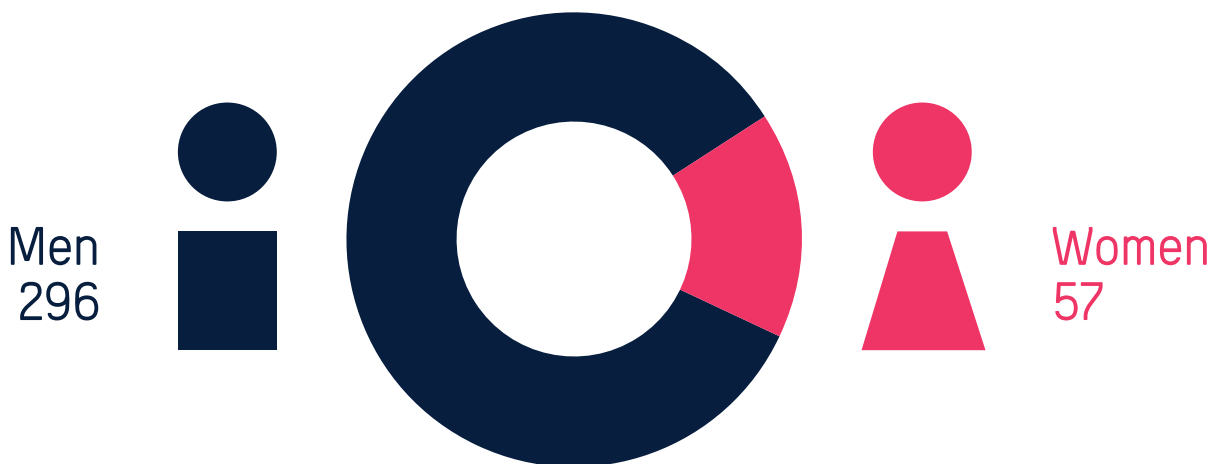
NUMBER OF CLIENTS 2010-2019



During 2019, we opened four new services in Dublin, extended our range of supports to families and continued to develop services in rural areas where homelessness is frequently a hidden issue. By year's end our Housing Department provided 138 tenancies to 368 individuals; 167 adults and 201 children.

In Limerick, 393 men and women were provided with accommodation in TEP and McGarry House throughout the year. The vast majority of these were single men, who traditionally spend long periods of time in emergency and temporary accommodation, with few move-on opportunities. During 2019, 7,911 bed nights were provided in TEP.

PROPORTION OF MEN AND WOMEN IN TEMPORARY & EMERGENCY ACCOMMODATION IN LIMERICK IN 2019



Throughout 2019, Brother Russell House in Limerick continued to provide long-term accommodation and support to homeless people with an intellectual, physical or sensory disability. In total, it provided accommodation to 39 residents, being the only purpose-built service for homeless people with additional needs in the country. The lack of throughput in Brother Russell House reflects the long-term nature of service provision here. This is a home for life for those who need it.

In Dublin, The Abigail Women’s Service and our female STA in Rathmines provided support and accommodation to a combined total of 227 women throughout the year. These services are the only dedicated female homeless accommodation in the capital.

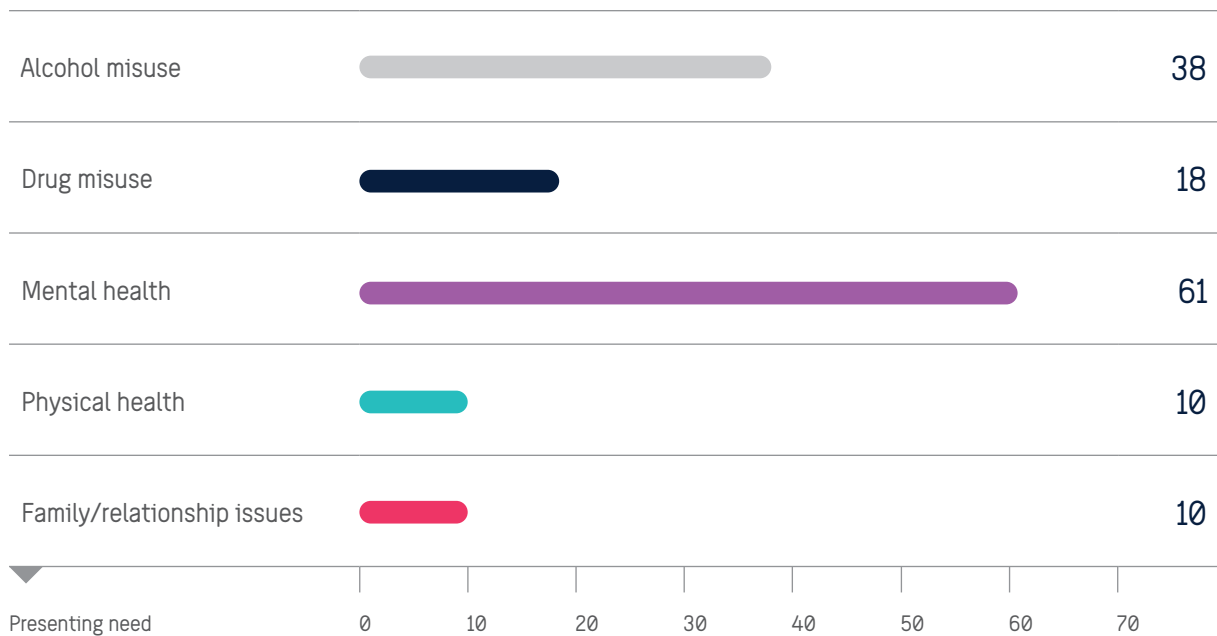
The support needs of residents living in our Supported Temporary Accommodation services in Dublin, Limerick, Kerry and Tipperary were broad ranging and complex. Most clients presented with a variety of needs relating to physical and mental health, alcohol and substance misuse and issue relating to relationships.

PRESENTING NEEDS OF CLIENTS IN STA SERVICE



While the number of clients in STA services with observed and diagnosed mental health issues was reported at 23%, when we examine our dedicated female services in isolation, mental ill-health is the single largest presenting need of clients, accounting for 40% of the total, indicating to the particular needs of homeless women and the need for specialised support and services. In response to this, Novas recruited a Psychotherapist dedicated to supporting the homeless women in our Dublin services during 2019.

PRESENTING NEEDS OF CLIENTS IN FEMALE STA





Throughout 2019, our recovery services continued to support people... to access support around addiction and mental health.

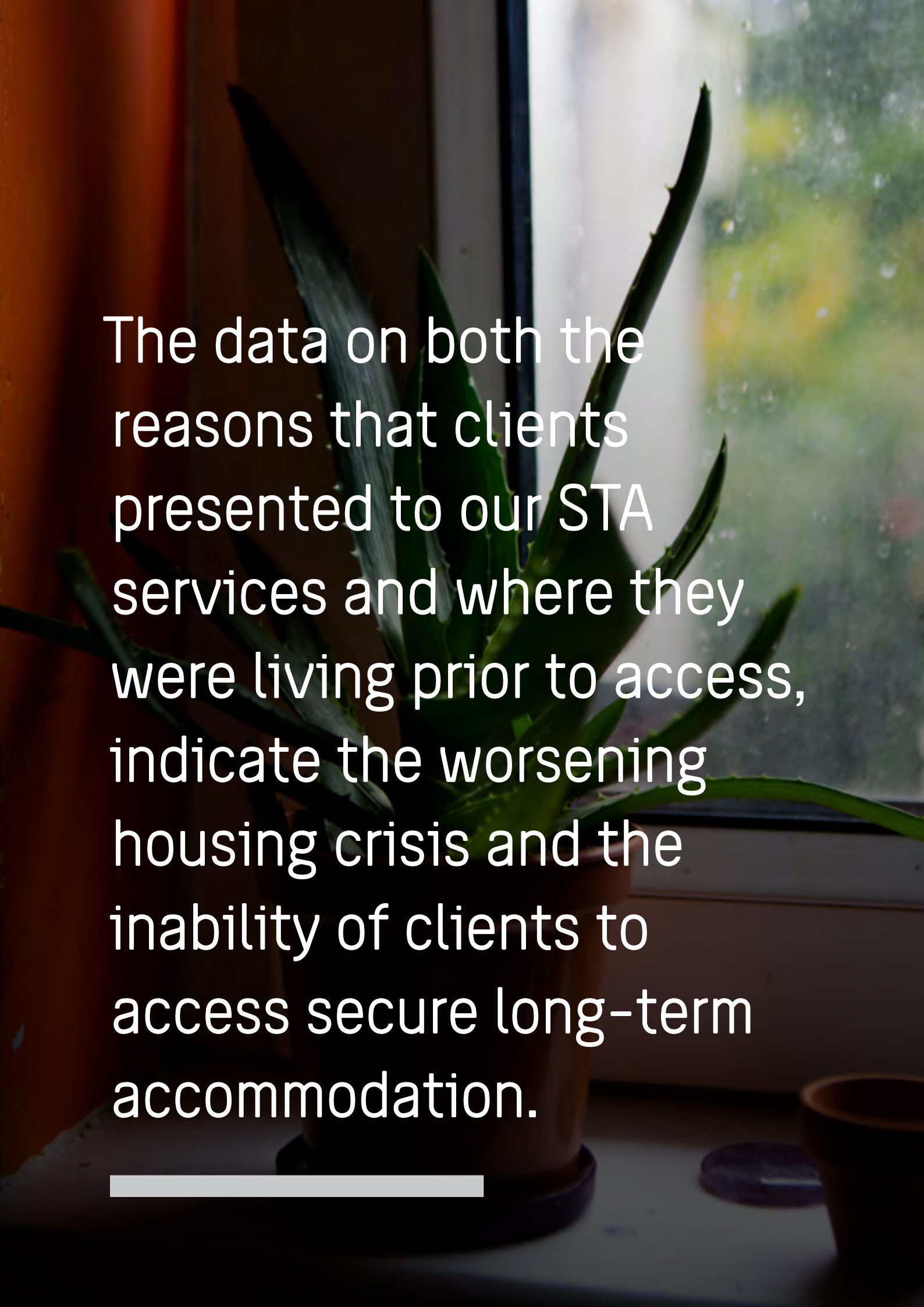
The data on both the reasons that clients presented to our STA services and where they were living prior to access, indicate the worsening housing crisis and the inability of clients to access secure long-term accommodation. For example, in our Rathmines female STA, just 6% of all clients during 2019 came from their own accommodation, 66% moved from another homeless service and 4% were rough sleeping prior to entry. In Tipperary 40% of those who accessed residential accommodation had been sofa surfing.

Throughout 2019, our recovery services continued to support people, both in the community and in homeless services, to access support around addiction and mental health. Dual Diagnosis support was available to all clients living in TEP and McGarry House in Limerick and a dedicated Psychotherapist was employed to support the women in the Abigail Centre. Our Mid-West Community Detox Service and our Mid-West Respite House continued to offer community support and services to people in addiction and their families in Limerick, Clare and north Tipperary.

As well as extending existing support, Novas also opened five new services in collaboration with our statutory partners in 2019. Four of these services were in Dublin and one in Clare. During the year we opened three family services, as a response to the national family homelessness crisis. In the latter end of 2019 we opened an Intensive Family Support Service (IFS) and a small STA in collaboration with Fingal County Council. The IFS was dedicated to moving families from private emergency accommodation into independent living and providing the ongoing support required to prevent revolving door homelessness. Finally, we opened a Supported Living Service for a single homeless woman with complex needs, who had been living in St. James' Hospital for many years.

While Novas significantly extended its services and the number of people the organisation supported throughout the year, demand continued to exceed capacity in all areas in which we worked. For example, in Kerry just 57% of people who were referred, were able to access support. In Brother Russell House the figure was 60% and in Tipperary accommodation services it was just 14%.

Even though the proportion of people who could not access Novas support was very high, it was somewhat tempered by the fact that local authorities generally did not refer unless they knew there was space available. Referral numbers would have otherwise been much greater. Generally, those who were referred and could not access were self-referrals or from non-statutory services.

A photograph of an aloe vera plant in a terracotta pot, positioned on a windowsill. The plant's thick, green, pointed leaves are the central focus. In the background, a window is visible with a view of green foliage outside. The lighting is soft, suggesting an indoor setting near a window. The text is overlaid on the left side of the image.

The data on both the reasons that clients presented to our STA services and where they were living prior to access, indicate the worsening housing crisis and the inability of clients to access secure long-term accommodation.

WALL OF WORDS

As part of the National Quality Standards Framework (NQS) for homeless services, our female accommodation services in Dublin set about redesigning their Charter during 2019, ensuring that it reflected the voice of clients and staff who lived and worked there.

In collaboration with our psychotherapist, ways were examined to effectively engage clients in the process. A *Wall of Words* was designed, where Novas' values were displayed throughout the services and clients and staff could share what the values meant to them and what they should represent in homeless services. Novas' values - Equality, Diversity, Dignity, Strengths-based and Rights-based - were displayed in creative and inviting ways throughout the service. Craft stations were set-up so residents could express their thoughts creatively. This could be done privately or as a group. The response was overwhelming and client participation was almost universal.

The process evolved in different ways in both The Abigail Centre and our Rathmines STA, reflecting the client-led approach to the process. In the Abigail Centre the Charter has become a series of art installations displayed throughout the service. Such was the extent of participation; it was difficult to refine. For now, it remains a live document on the walls of the centre and transforming it into a written charter will be completed by the end of 2020. In the Rathmines STA, clients and staff worked together to convert the thoughts and ideas of clients and staff into a written Service Charter.



ABIGAIL STORY

I have been a child in care from as long as I can remember. I came into care from the age of 7 in Ireland. Being in care has been a very tough life for me. I was just moved around and around. I moved around from different foster homes to different foster homes.

For years there was no stability.

I had no say in where I was moved and when I was moved. I was a child and had no say in what was done. Finally, after been moved around foster homes at age 12, I was moved into Residential Care. The movement also continued there. I was moved from Drogheda to Navan and different counties finally to Dunleer and back to Drogheda. When I turned 18, I became homeless.

Not only were the hostels not suitable for me, I was picked on frequently. I always longed to have friends but it was all thrown back in my face. I always felt different because no one had the same skin colour as me and this always made me different.

I'm 21 now. Finally, I got to the Abigail Centre in February and I have been here since then. I have had many challenges here. I have also struggled here. I have had many failings and broken policies too but there is something positive that has come out of all the challenges I've faced and that is my interactions with the management staff.

I was given a second chance and am grateful for it. I have had positive interactions with the project workers and all the staff. I am currently linked in with different services within the Abigail such as the in-house Psychotherapist. I have received support while being here and I am making progress, one step at a time.

While at the Abigail, I have already been assisted to get a place in Beauty Therapy college. My aim is to remain focused, finish my course, get my own accommodation, get a job and start life afresh.

Stay Strong,

Anonymous

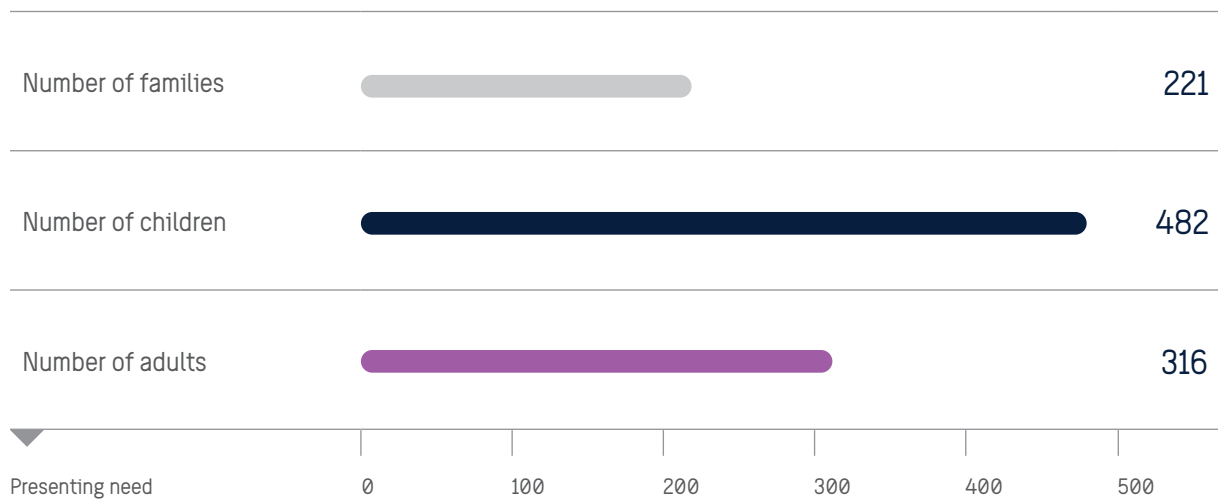


WHEN LIFE GIVES YOU A HUNDRED
REASONS TO CRY, GIVE LIFE A
THOUSAND REASONS TO SMILE

FAMILY AND CHILD HOMELESSNESS

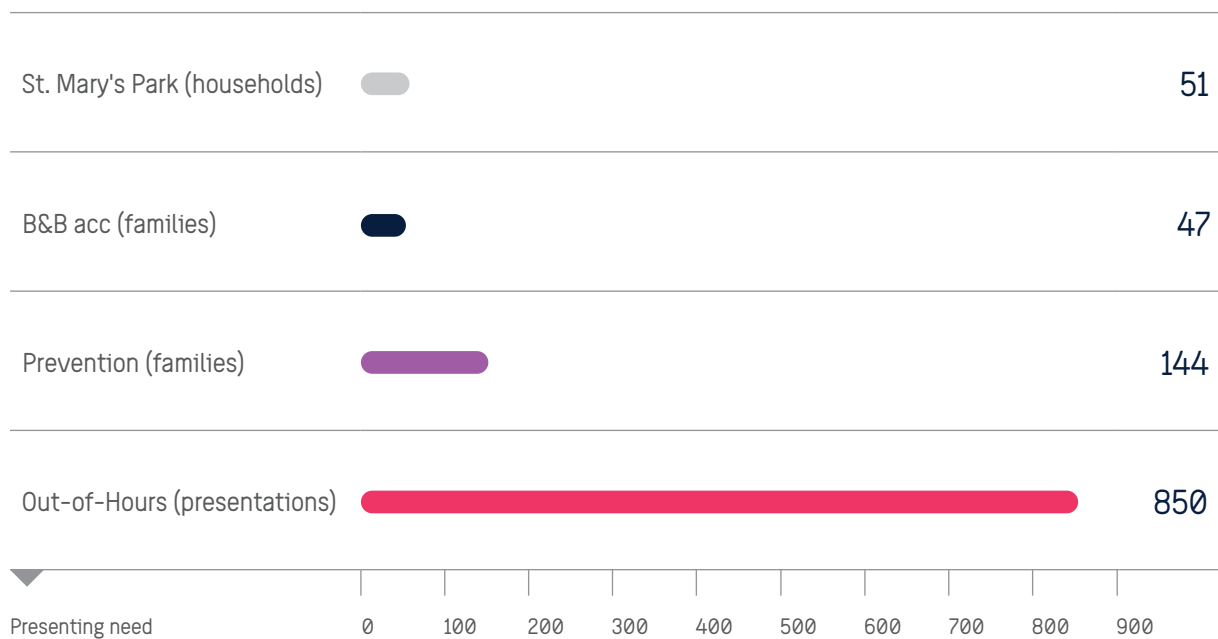
The Intensive Family Support Service (IFS) was Novas' first non-residential service in Ireland. Established in Limerick in 2005, it initially supported one family who were sporadically experiencing street homelessness. The service has since worked with hundreds of families annually and in 2019 worked with 221 families with 316 adults and 482 children. These clients were living in either B&B accommodation, were at risk of homelessness, were living in insecure or substandard accommodation or were supported by our dedicated St. Mary's Park Service.

INTENSIVE FAMILY SUPPORT SERVICE, LIMERICK 2019



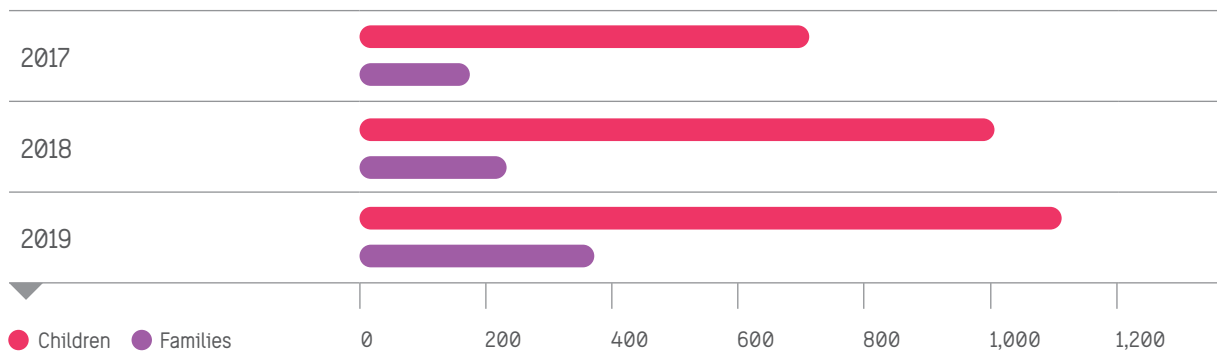
In addition, the service provides an Out-of-Hours support each evening from 5pm to 9pm to people who were unexpectedly homeless and seeking accommodation on a particular night. During 2019 there were 850 presentations to this service. Novas operate this services on behalf of Limerick City Council in the evenings at at weekends.

AREAS OF WORK IN IFS 2019



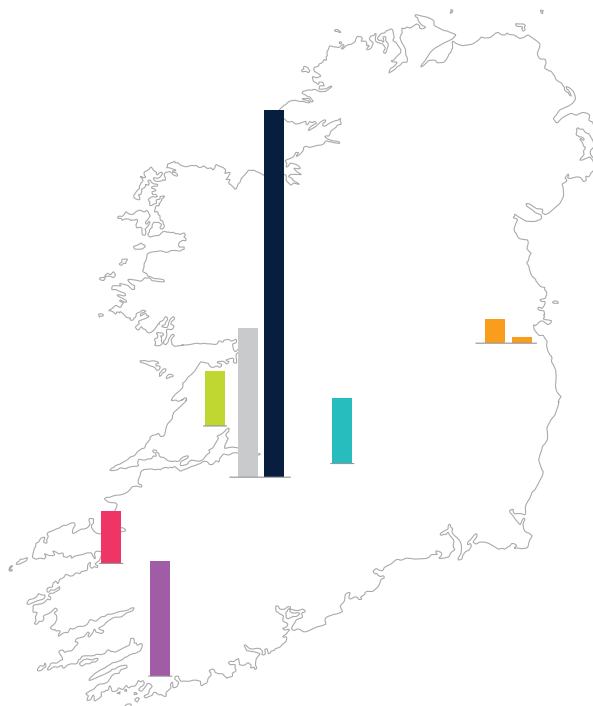
In 2019, Novas worked with 358 families in counties Limerick, Dublin, Clare, Kerry, Tipperary and Cork. This included 1,112 children. This was an increase of 11% from 2018. The significant increase in family referrals to Novas services in recent years coincides with a rise in child and family homelessness and the entrenched national housing crisis, forcing many families out of the private rented market and out of secure housing altogether.


NUMBER OF FAMILIES AND CHILDREN SUPPORTED BY NOVAS IN 2017, 2018 AND 2019



NUMBER OF CHILDREN BY NOVAS SERVICE 2019

- IFS - 500
- Tenancies - 200
- Rathgar Hub - 40
Bellevue House - 10
- West Cork - 150
- Kerry - 75
- Tipperary - 90
- Clare (Hub & Community) - 75





In 2019 the Intensive
Family Support Service
worked the with 221
families with 316 adults
and 482 children

RURAL HOMELESSNESS

While the majority of people who experience homelessness live in large urban cities, there is a growing and significant number of people who are homeless, at risk of homelessness or living in insecure and substandard accommodation in our smaller towns and villages and their rural hinterlands¹. Often rural homelessness is hidden and a lack of multi-disciplinary support can exacerbate the problem. Indeed, this is not an issue unique to Ireland, right across Europe, even in service-rich countries, rural areas tend to lack such specialist support.

Since 2005 Novas has been providing support and services to people experiencing homelessness in rural Ireland. In that year, Novas opened Arlington Lodge, which provided supported temporary accommodation to 14 men and women who were homeless in Co. Kerry. Since then our services have developed to provide a range of preventative, accommodation and long-term housing solutions to people in Kerry, west Cork, north Tipperary and Co. Clare. In some cases, we provide services in areas where no other homeless provider does. In collaboration with local authorities, the HSE and other statutory and community partners, Novas endeavours to offer a range of innovative solutions to rural homelessness in terms of prevention, advocacy and accommodation.

In Kerry we have been providing homeless services since 2005 and now offer a range of accommodation, disability and Housing First services there. We support single individuals and families who are homeless or at risk and in 2019 we were the only organisation in Kerry to provide dedicated homeless accommodation.

¹ In 2019 there were 1,400 people registered as homeless in rural Ireland, 70% of these were adults and 30% were children. This does not include people who are at risk of homelessness, sofa surfing or living in substandard and insecure accommodation.

A photograph of a woman and a young girl looking at a document together. The woman is on the left, wearing a dark grey hoodie, and the girl is on the right, wearing a white patterned sweater. They are both looking down at a piece of paper the girl is holding. The background is slightly blurred, showing a lamp and some furniture.

Novas endeavours to offer a range of innovative solutions to rural homelessness in terms of prevention, advocacy and accommodation.

KERRY

Hi my name is Mary. I have been a resident here in Knocklee for over a year. When I arrived I didn't know what time or day it was. You might have guessed that I am an alcoholic.

I remember being shown into a lovely room consisting of a bed and TV. It also had a toilet and shower. I just sat on the bed and started to drink and continued to do so. I was drinking about 3 months when my ankles started to swell. Annette happened to be on duty. After a while every staff member got to drive me to hospital. The staff would be checking to see if they could get me to eat something.

I cannot thank my keyworker Jeanette and many others who did not give up on me. I had many visits and admissions to hospital and the doctor and the staff were very open to come with me.

I am now aware of Knocklee House, its lovely gardens, beautiful front room, very large kitchen and lovely hallway. I am nearly a year sober and don't want to go back to that black space.

James the addiction counsellor helps me. Sarah (the student) found me a lovely little dog called Chloe. I have had the Christmas of a lifetime seeing my family for the first time in a very long time. We have weekly get-togethers which I never thought would happen. I will not drink again.

Thank you for giving me my life back



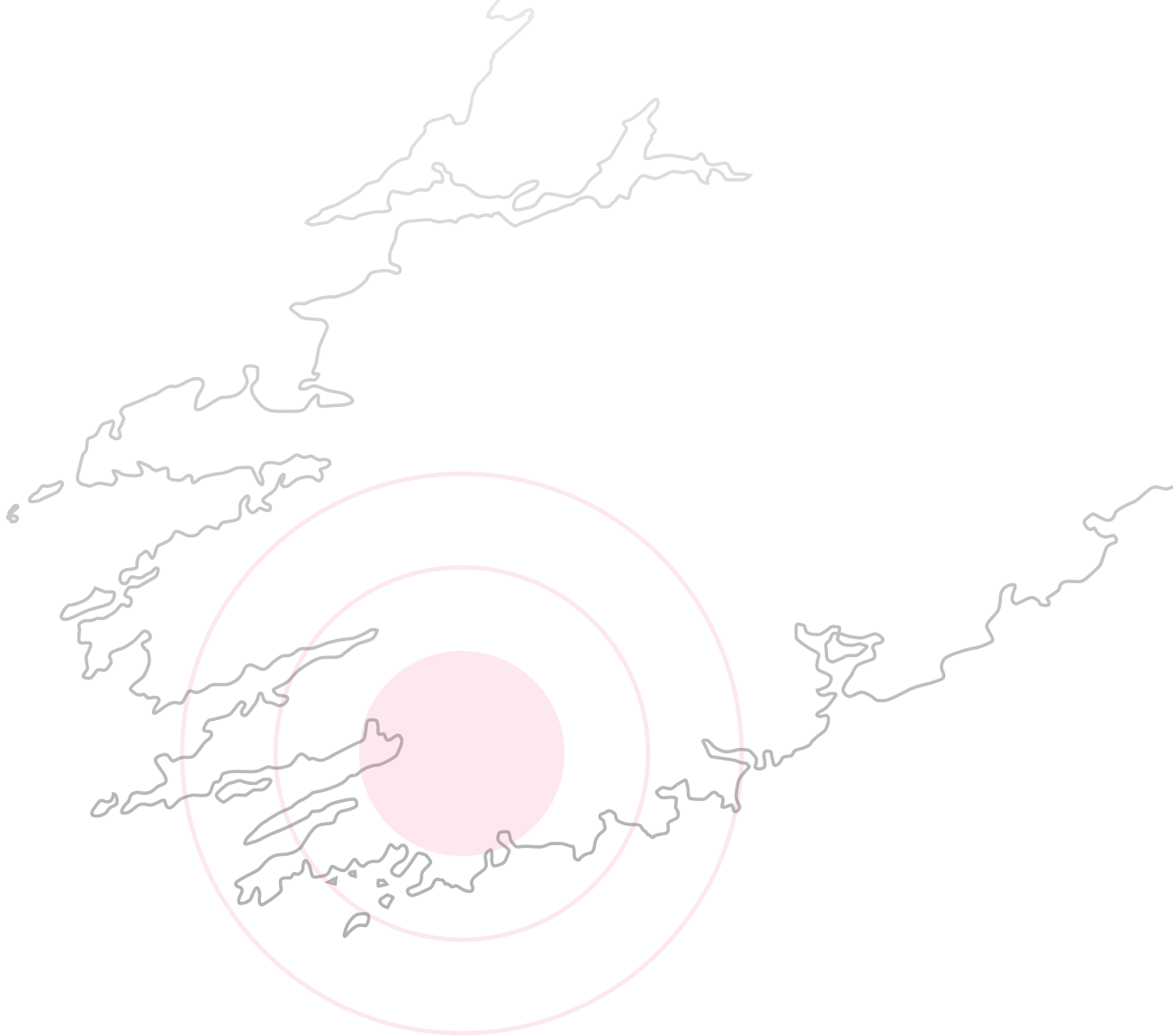
“


WHEN I ARRIVED I
DIDN'T KNOW WHAT
TIME OR DAY IT WAS.
YOU MIGHT HAVE
GUESSED THAT I AM
AN ALCOHOLIC.



In west Cork, from Bandon to the Mizen Head, to the Beara Peninsula, Novas is the only homeless service provider. During 2019, Novas' West Cork service yet again set records for the number of people supported and the number of people referred to the organisation. While these increases correlate with the national homeless crisis, homelessness in west Cork is a hidden issue with many people not counted in the official statistics due to domestic violence, couch surfing, substandard accommodation, hospital stays and direct provision.

Since 2014 there has been significant annual increases in the number of people the service supported, amounting to a staggering rise of 405% over a five-year period. The number of family presentations increased and the profile of households has changed considerably, as 61% of all those who accessed the service in 2019 were women. Increasing rent prices, lack of accommodation and more and more Air B&B lets in the region, excluded low income households from the private rented market.



A woman with her hair in a ponytail, wearing a red jacket with white stripes and black leggings, is using a shovel to dig in a garden. She is leaning forward, focused on her work. The background shows a green lawn, trees with autumn foliage, and a clear blue sky. The text is overlaid on the lower left portion of the image.

61% of all those who accessed the service in 2019 were women.

WEST CORK

I was adopted at fourteen months old to a white middle class family, I never did fit in. I was always ostracised, I was always kept lesser than their children. I was pushed into thinking that I was not worthy. You will find most people that are on the street have either been abused or neglected.

As an adult, I was a business woman, I produced my own recipes with olive oil, chillies, aubergines and peppers... just different flavours. The business took off but physically I was not able to continue. I suffered from endometriosis for years and it was killing me. Because of my pride and determination, I would not stop working. But this was ultimately to my detriment. So I kind of hit a brick wall which was when I lost everything. I had to go for an operation and I nearly did not make it.

Because I was out of work due to ill health, the only accommodation that was available to me was substandard and unsuitable. There was no good or secure private rental accommodation, and if there was, it was too expensive.



I became homeless as my landlord would not accept HAP. I slept rough in a van and rented a piece of land. I had no hygiene facilities there, I had to poop in a bucket and empty it. They charged me €60 per week for the privilege.

I was in a desperate situation. I felt like I was being dismissed by landlords and by services. Although I was homeless and had medical difficulties I was not a priority. I had to fight! I have learnt to deal with this trauma but only since being placed in secure environment. I could not have survived much longer being homeless. When one is on the streets, they are alone, stressed and fearful. It is dehumanising!

You cannot put your roots down because you are always prepared for fight or flight. It is really difficult to climb out of homelessness. People are on the street because of compounded issues, which is the reason I became homeless.

I have been very happy with the work of Patrick and Novas. I do not think I would have had my home now if the collaboration with Novas had not occurred. If I had any advice for others who are in the same situation that I was in, it is to not take 'no' for an answer. You may feel that you are not worthy, you are worthy, and everybody is worthy to have a home.

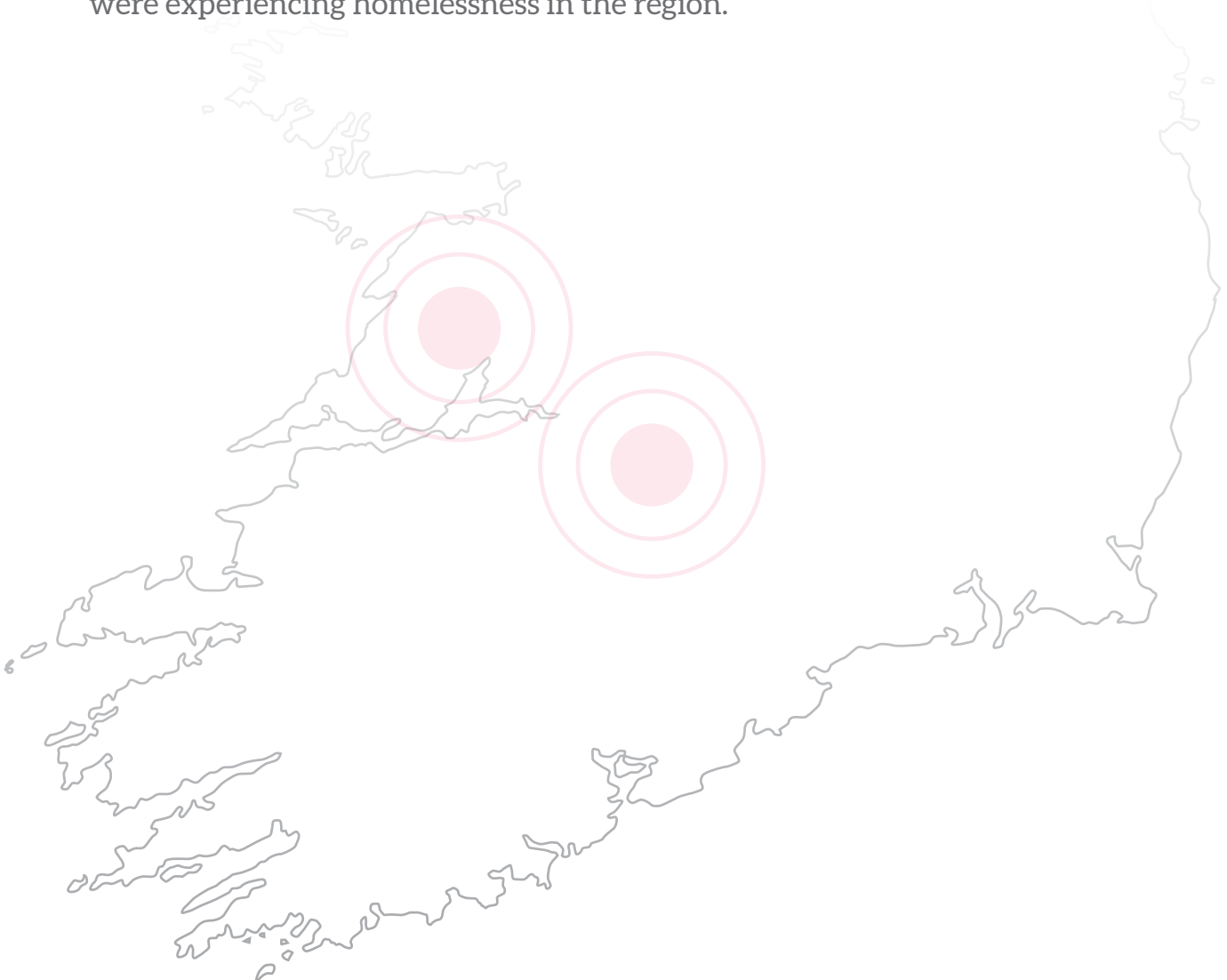
The whole thing was very difficult until I got this house. I pay my rent first thing, every week. This new chapter of my life means that I am now in a more stable condition. When I was homeless, I did not have a community because I was all over the place. I have got a community now.


When thinking about future employment opportunities, my passion would be food - it is kind of my thing. I feel that I have an opportunity to produce food here because we have a strong community. I have really good friends here and I am also taking over the lease of our community garden. I really enjoy being here. I kind of have fallen on my feet.



In Tipperary we have been providing accommodation services since 2011. More recently, in 2017, recognising the limitations of supported accommodation, which was meeting less than 10% of demand annually, we opened an outreach office in Thurles. This service offers preventative support to households at risk of becoming homeless as well as supporting formerly homeless individuals to maintain their tenancies. In collaboration with the local authority there, we also provide long-term housing to people who have previously experienced homelessness.

Most recently, we established rural services in Co. Clare. In 2018, in partnership with Clare County Council, Inis Housing and the HSE, we established a disability support service for homeless people with an intellectual disability and mental health issues. The service enables people to live independently in the community with dedicated floating support relating to life-skills, budgeting, attending appointments, managing medication and social integration. In 2019, our inaugural disability service in the county was followed by residential and outreach family services, supporting families who were experiencing homelessness in the region.



A makeshift shelter constructed from several long, thin, brown sticks and branches, tied together at the top. The structure is set in a dense, green, wooded area with various plants and trees in the background. The sky is overcast and grey.

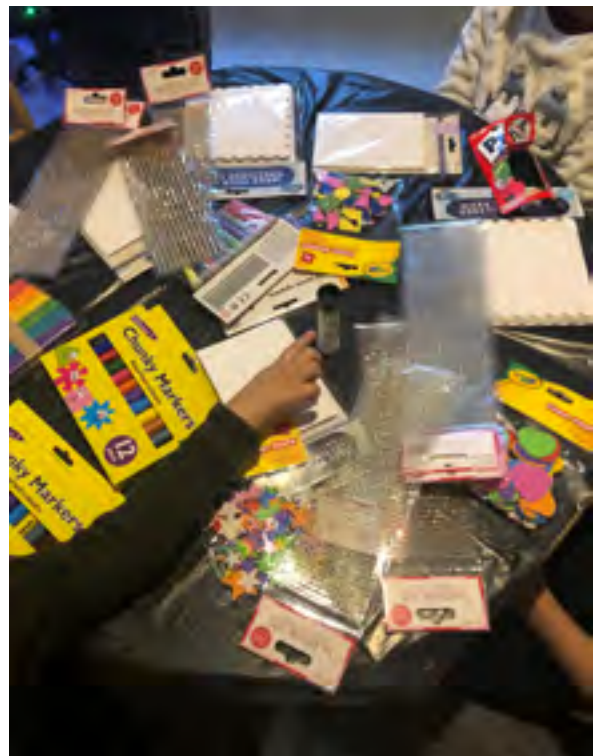
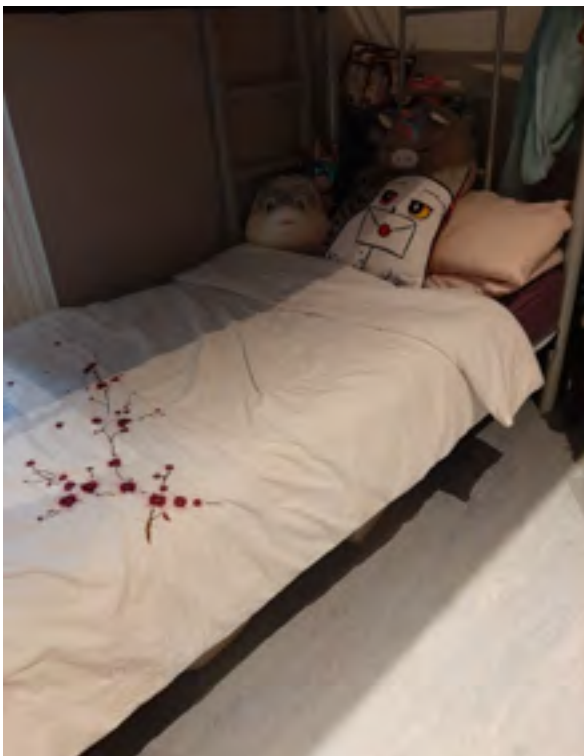
In some cases, we provide services in areas where no other homeless provider does.


HOUSING

Our housing stock continued to grow during 2019 with an additional 28 units procured. All our homes were purchased in the areas we provide services in and were tenanted in collaboration with the local authority there. In total, by the end of 2019 we provided 138 tenancies nationally, housing 368 people. A new Housing Officer joined Novas' Housing Department in December, reflecting the growth in housing and the support required to ensure tenancies are successful and sustainable. In 2019 Novas became a Tier 3 Housing Body under housing regulation.

Innovative collaboration between our housing and support teams, ensured that where required, Novas tenants were provided with intensive tenancy sustainment supports to ensure they are given every opportunity to maintain tenancies and prevent the cycle of revolving door homelessness. In Limerick and Dublin, many of the tenancies we provide are linked to our Intensive Family Support Services. In Tipperary, our outreach team provide tenancy sustainment and life-skills support to tenants as required and in Kerry, our Housing First Team work with formerly homeless clients to provide ongoing support in their transition out of homelessness.

By the end of 2020 we expect to own or manage more than 400 units of accommodation nationally, with more than half of these being individual homes with their own tenancy. This will be a doubling of our housing stock since 2013.



The image shows two paintings on a wooden easel. The larger painting on the right depicts a white heron with a black cap and a long yellow beak, standing in a blue body of water under a blue sky. The smaller painting on the left shows a landscape with mountains and a body of water. The text is overlaid on the bottom half of the image.

In total, by the end of 2019
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nationally, housing 368
people.

TRAUMA INFORMED CARE

During 2019, Novas continued to develop as a Trauma Informed Organisation. Two Novas managers, Julie McKenna and Sinead Carey were designated in-house TIC trainers and we continued to work with Quality Matters to ensure best practice in rolling out this new initiative.

The Trauma Informed Care programme was spearheaded by Novas due to the correlation between people who access homeless services and their experience of significant and ongoing trauma. Most homeless people have had a number of Adverse Childhood Experiences (ACEs) and continue to experience trauma into and throughout adulthood.

TIC provides our staff with the tools to recognise trauma and thus helping to make clients feel safe in our services. It is an approach to service delivery that compels us to examine the role of trauma in the lives of our service users and to explore the implications for service provision.

In November 2019, Novas and Quality Matters held the first Trauma Informed Care in Practice Conference in Ireland. This provided an opportunity for learning and sharing experience for people in the voluntary, community, legal, educational and statutory services. The conference included presentations from organisations leading on the development of whole organisation, sector or cross-sectoral initiatives such as Safe Ireland, Barnardos, Novas and Quality Matters. It included new research on trauma-informed care from criminal justice, homeless and education contexts and skills development workshops, as well as presentations on lessons from practice from service providers, researchers and experts by experience including Spirasi, the Topple Peer Programme and others. We were privileged to be joined by Senator Lynn Ruane who was our keynote speaker on the day.





TIC provides our staff with the tools to recognise trauma and thus helping to make clients feel safe in our services.

VOLUNTEERING AND FUNDRAISING

Volunteering has been fundamental to service delivery throughout 2019. Our dedicated volunteer team deliver a range of services and supports within Novas, such as the Street Outreach, TEP support, meal deliveries, FoodCloud collections and a range of fundraising and community events.

Our nightly Street Outreach service is run entirely by our volunteer team, who stock the van, collect the food and distribute it to our clients. Each night two volunteers provide food to those who need it most. For many who attend the Street Outreach, it serves as a source of community and connection and for others it is a vital source of food and other basic products. Last year the service provided more than 13,000 meals to clients, always done with a smile, a kind work and a recognition that people availing of the service are the most vulnerable and marginalised in our community.



VOLUNTEERING

Having grown up in a sports mad city like Limerick in the 70s and 80s and especially being reared at the top of Garryowen Green I always felt well plugged into the heartbeat of life around the place. Living in the shadow of St John's Cathedral there was always something going on and interaction with people of all walks of life was common as each day we bumped into residents of St Joseph's Hospital where my father worked or indeed passing the prison which was a high security unit during that time. My mother was a darling and many is the meal she provided for those in need of it, thus showing us how charity and decency began at home.

That local upbringing when times were so much simpler and uncomplicated definitely introduced me to the fact that life can be kind to some and less kind to others through no fault of their own such as losing a job, marriage breakdown, alcohol issues and so many other reasons.

I always wanted to give something back and through a contact Donal O Carroll, I was introduced to an organisation called Novas that do so much wonderful work in being there for those down on their luck.



Novas do buckets of good work but the area I helped out with was the Street Outreach Programme or soup run as its better known. It does exactly what it says on the tin and delivers a hot meal and drink for clients who come from across society 365 days a year. I usually drive the bus with a volunteer and along the way we pick up grub from local businesses who are happy to extend the hand of friendship quietly (The Greenhills, Hook & Ladder and Noms) and this is then distributed with a smile at the top of William St each evening around 7pm. The whole exercise between picking up the Novas Van to distribution is around an hour maybe an hour and a half at most and all us volunteers find it hugely rewarding.

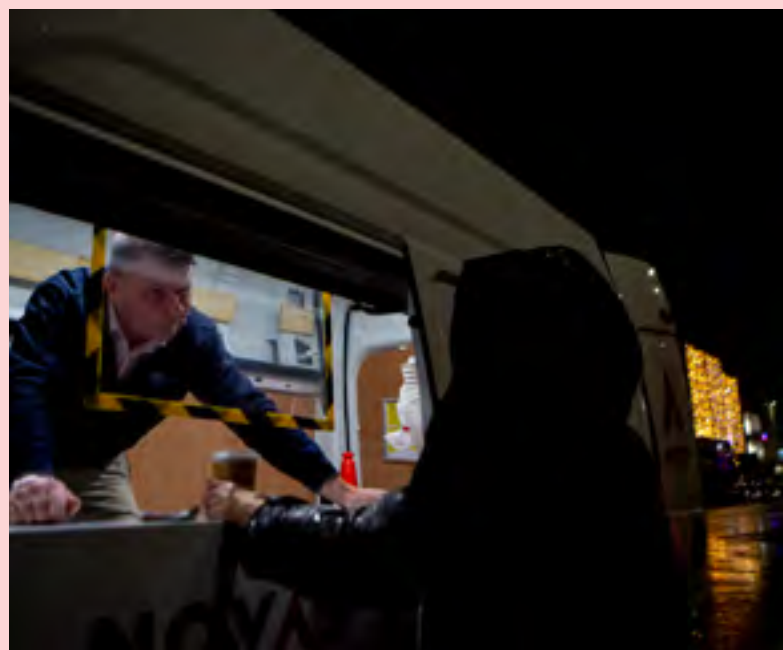
The other area we help out is with the temporary shelters on Edward St where clients have overnight accommodation which means a good hot meal, a shower and a night rest after being on the streets all day which must be desperate difficult. Again this whole exercise takes no longer than an hour so not a huge drain on volunteer time.

One of the things I most admire about all the volunteers and staff of Novas is that everything is done in a quiet, non-judgemental manner. All clients who show up at the various service outlets are treated with total respect and enjoy the chat and banter with volunteers who they get to know over time.

A pleasure to be involved, be it only in a small way and delighted and thankful to Novas for providing the opportunity.

Ger Hegarty

27/09/20



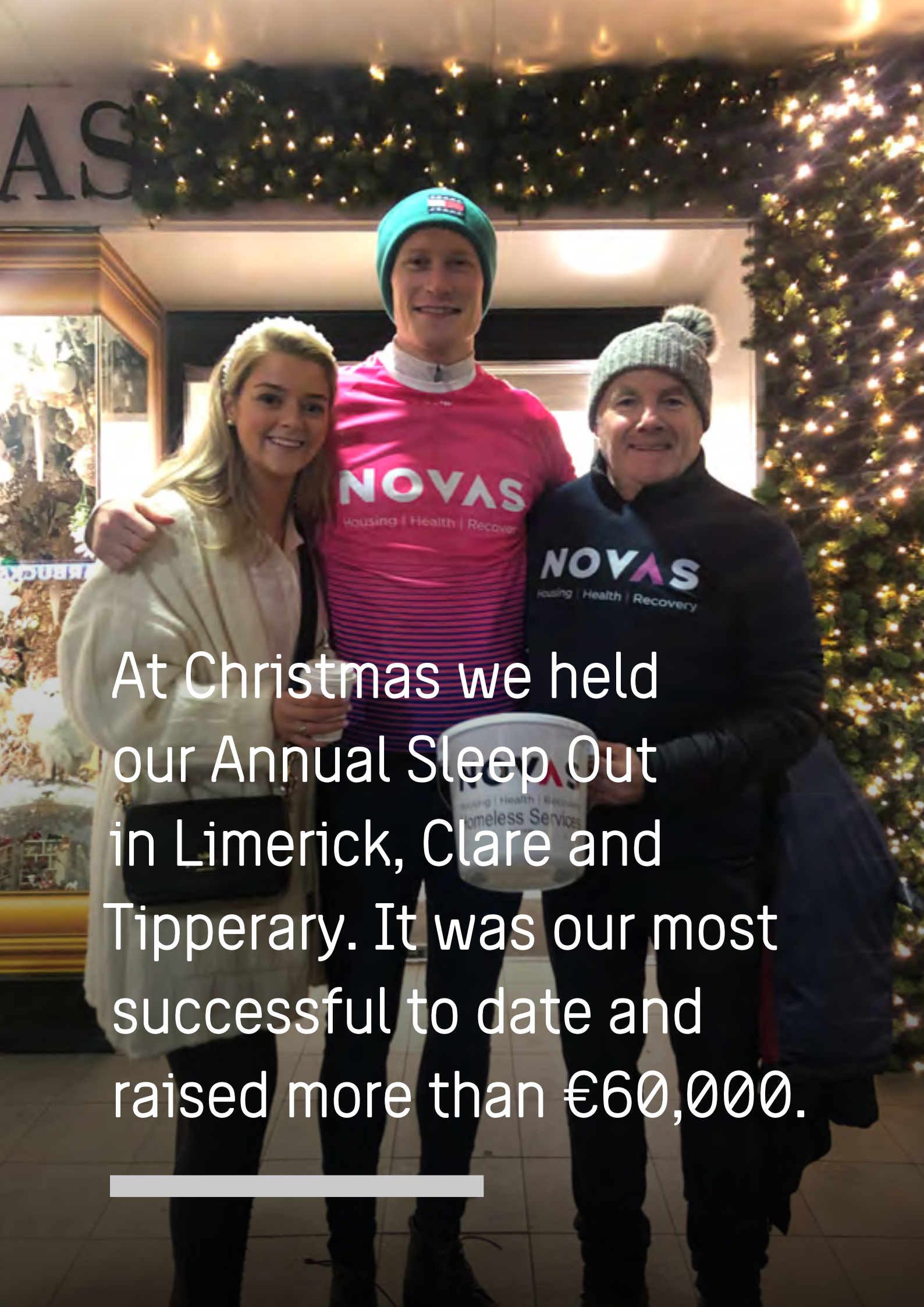
All our fundraising initiatives are done with the help and support of our volunteers' team, our ambassadors and local businesses. Last year we held a range of community events to raise vital funds for our front-line services. In September we held a JP McManus Pro-Am Pre Qualifier in Dromoland Castle Golf Club. We are so grateful to all the businesses and individuals who participated on the day and provided sponsorship and prizes. We are indebted to Dromoland Castle Hotel and Golf Club for gifting Novas the Green fees and use of the club on the day. Their generosity ensured that all monies raised would go directly to our services.

At Christmas we held our Annual Sleep Out in Limerick, Clare and Tipperary. It was our most successful to date and raised more than €60,000. This would not have been possible without a huge community effort led by our ambassadors, Limerick and Clare hurlers Will O Donoghue and Podge Collins. We were also thrilled to have the Tipperary Hurling Team join us on the night in Thurles. Many local businesses raised vital funds in advance of the night including JP Construction, The local Revenue Commissioners office and Cook Medical. We are so grateful to each and every person who shock a bucket, sponsored a line and slept on the street in solidarity with our clients.

We were delighted to be selected as Cook Medical's chosen charity for 2019/2020. Throughout the year the staff and management of Cook organised a range of events, volunteer days, fundraising and collections for Novas. So far it has been a hugely enriching and collaborative partnership and we are very grateful for their generosity, commitment and innovative ways of supporting our organisation.







At Christmas we held our Annual Sleep Out in Limerick, Clare and Tipperary. It was our most successful to date and raised more than €60,000.

GOVERNANCE & FINANCE

GOVERNANCE AND FINANCE

Novas is committed to ensuring and maintaining the highest standards of corporate governance. We have published our Public Statement of Compliance with the Governance Code for Community, Voluntary and Charity Organisations on our website. We welcome regulation on a statutory footing with the publication, by the Charity Regulator in November 2018, of the Charities Governance Code and have commenced work on ensuring that we operate within the parameters of that statutory code. In addition, we are committed to The Department of the Environment, Community and Local Government's Code for Approved Housing Bodies.

Novas has developed policies and procedures to ensure good governance, which meets the requirements of the two regulators together, while ensuring best practice as set out by the Director of Corporate Enforcement Office is applied in relation to Board conduct and decision making.



FINANCIAL REPORT

In 2019, the total income generated by Arlington Novas Ireland CLG was €12.098M (an increase of 18.3% from 2018). Revenue based grants received by our organisation from the HSE, The Department of Housing, Planning and Local Government and various local authorities amounted to €10.412M (up 11% from last year). This represented 86.1% of our total income. This increase is primarily due to five new services in Dublin and Clare.

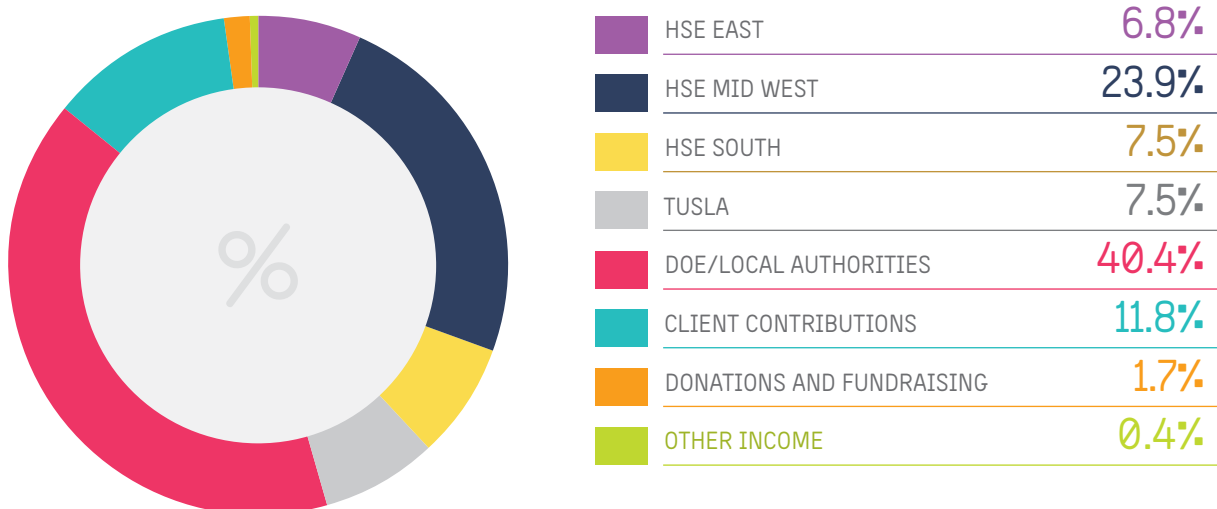
There was no additional funding for our existing services during 2019. Funding for these services remains at lower levels than in 2008. This continues to be a major issue, particularly in terms of staff retention. With the current and future uncertainty around the Covid-19 pandemic and Brexit, we do not expect to see any improvement in this in the immediate future.

Other income was €1.687M (an increase of 9.4%). This other income consists of contributions from our service users, development levies, donations, legacies and fundraising. These sources of income are also likely to be impacted by current uncertainties.

We are extremely grateful to all our funders and donors, whose continued support and generosity has enabled us to maintain high standards of service provision throughout the country.

Set out below is a breakdown of our income for 2019 by source.

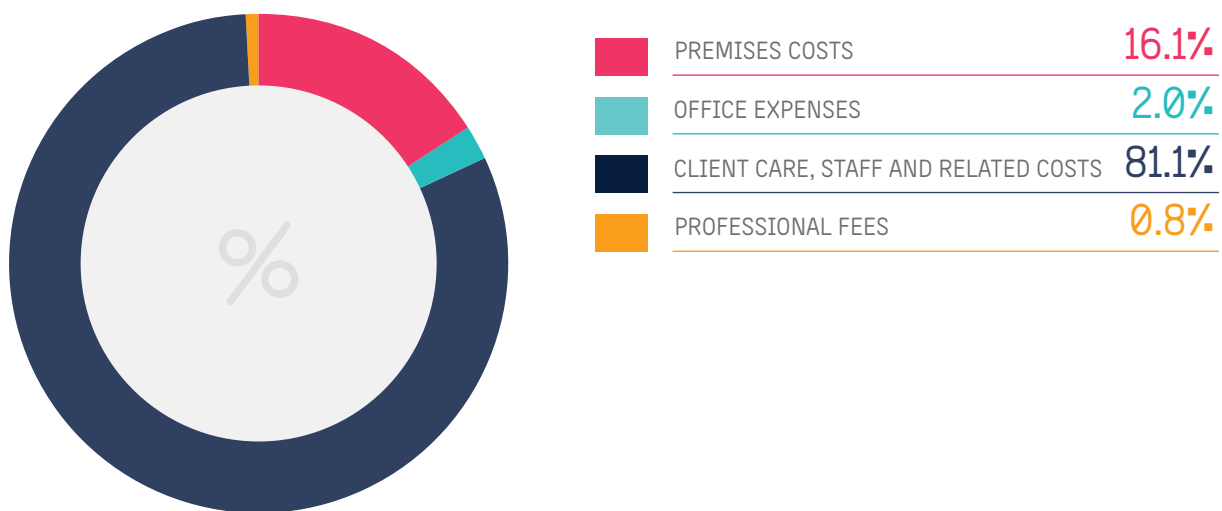
BREAKDOWN OF INCOME 2019



We have continued to manage expenditure in a prudent fashion with the support of our staff and suppliers. Client care, staffing and related costs made up more than 81% of our overall expenditure, while costs associated with housing, both long-term and short-term accounted for 16%.

Set out below is a breakdown of the expenditure for 2019.

BREAKDOWN OF EXPENDITURE 2019



In summary, there was a surplus of €759k in income over expenditure before transfers to the property sinking fund. Any surpluses we attain are reinvested in our services.

The remuneration of the CEO for the year was €81,421. The company also made contributions at the standard rate to the company pension scheme in respect of the CEO. No employee was paid more than this amount.

We are committed to managing our costs as tightly as possible, and ensuring that the vast majority of our expenditure continues to be spent on providing for our service users.

The Finance and Audit Committee met on four occasions during 2019.

In 2020, we will continue to purchase and develop properties to provide long-term housing for individuals and families, as indicated in our strategic plan.

Arlington Novas Ireland Company Limited by Guarantee

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 DECEMBER 2019

	2019	2018
	€	€
TURNOVER	12,098,119	10,228,612
ADMINISTRATIVE EXPENSES	(11,247,178)	(9,727,457)
OPERATING SURPLUS	850,941	501,155
INTEREST RECEIVABLE AND SIMILAR INCOME	7	96
INTEREST PAYABLE AND SIMILAR CHARGES	(91,783)	(94,199)
SURPLUS BEFORE TAX	759,165	407,052
SURPLUS FOR THE FINANCIAL YEAR	759,165	407,052
TOTAL COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR	759,165	407,052

All amounts relate to continuing operations

Signed on behalf of the board:

Greg Maxwell

CHAIRPERSON

Siobhan Wheeler

DIRECTOR

23 July 2020

23 July 2020

Arlington Novas Ireland Company Limited by Guarantee

BALANCE SHEET

AS AT 31 DECEMBER 2019

	2019	2018
	€	€
FIXED ASSETS		
TANGIBLE ASSETS	42,561	10,374
TANGIBLE ASSETS - HOUSING PROPERTIES	35,984,734	32,250,515
FINANCIAL ASSETS	499,803	499,803
	36,527,098	32,760,692
CURRENT ASSETS		
DEBTORS	762,590	459,126
CASH AT BANK AND IN HAND	4,394,057	3,517,360
	5,156,647	3,976,486
CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR	(1,227,632)	(1,387,403)
NET CURRENT ASSETS	3,929,015	2,589,083
TOTAL ASSETS LESS CURRENT LIABILITIES	40,456,113	35,349,775
CREDITORS : AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR	(30,961,304)	(26,573,334)
GRANTS	(2,147,859)	(2,175,396)
PROVISIONS FOR LIABILITIES		
PROVISIONS FOR LIABILITIES	(75,891)	(89,151)
NET ASSETS	7,271,059	6,511,894
CAPITAL AND RESERVES		
RESTRICTED FUND	514,783	730,700
DESIGNATED FUND	2,443,009	2,079,867
PROFIT AND LOSS ACCOUNT	4,313,267	3,701,327
	7,271,059	6,511,894

The financial statements were approved by the board and signed on its behalf by:

Greg Maxwell

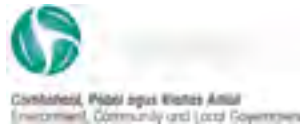
CHAIRPERSON

23 July 2020

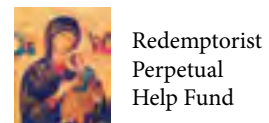
Siobhan Wheeler

DIRECTOR

23 July 2020



FRIENDS & PARTNERS





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Ph. 061-370325 / info@novas.ie

www.novas.ie

 [NovasInitiatives](#)

 [@novasireland](#)